

**POLICY**

Effective Date: June 9, 2008

Approved By: President Karen Morse  
Executive Policy Group

Authority: Fair and Accurate Credit Transactions Act

## Cancels:

See Also: POL-U5351.01 [Accepting and Maintaining Cash Receiving Locations](#)POL-U5351.06 [Accepting Cash](#)POL-U5351.11 [Transporting Cash](#)POL-U5351.14 [Accepting, Processing, and Securing Payments  
Through the Internet](#)POL-U5320.03 [Authorizing and Defining the Responsibilities of  
Financial Managers](#)POL-U5300.01 [Safeguarding Non-Public Financial Information](#)Blackboard On-line Training [Safeguarding Non-Public Financial  
Information](#)E-SIGN FORM U5351.13A [Bankcard Authorization Form](#)**POL-U5351.13 ACCEPTING, PROCESSING AND SECURING  
BANKCARD INFORMATION****This policy applies to the following:**

- a. **Employees in departments that accept bankcard information in person, through the mail, or over the telephone in payment for University fees, goods or services.**
- b. **Employees in the Alumni Association submitting bankcard information to the University Cashier for processing.**
- c. **Western Washington University Foundation transactions processed by the University Cashier.**

**Definitions:**

**Bankcard:** A payment card issued by a bank backed by an account holding funds belonging to the cardholder (debit card), or offering credit to the cardholder (credit card).

**Bankcard Information:** A bankcard holder's name and contact information, bankcard account number, card expiration date, the three digit verification code located on the back of the card, transaction information and/or any other information that may be used to personally identify a bankcard account or holder.

**Acquiring Bank:** A bank that provides credit card merchant accounts and is responsible for submitting credit card purchase information to the credit card associations for processing.

**Merchant Account:** An account set up with an acquiring bank to process bankcard transactions.

## POLICY

Chargeback: A credit card charge that is disputed by a customer and is reversed.

Processing Terminal: An electronic device through which a bankcard is swiped or keyed by the merchant.

Truncation: The removal of all but the last 4 or 5 digits of a bankcard number and the expiration date from the sales receipt and receipts or reports retained by the merchant.

PCI DSS (Payment Card Industry Data Security Standard): A widely accepted set of policies and procedures intended to optimize the security of credit, debit and cash card transactions and to protect cardholders against misuse of their personal information. The PCI DSS was created jointly in 2004 by four major credit-card companies: Visa, MasterCard, Discover and American Express <https://www.pcisecuritystandards.org/>.

Transaction Processing Cost: The fee charged by the University's credit card acquiring bank for processing credit card transactions.

### 1. Vice President for Business and Financial Affairs Authorizes Bankcard Acceptance

The Vice President will consider volume, frequency, and departmental location and may authorize bankcard acceptance as follows:

- a. The Vice President may authorize a department to obtain a separate merchant account, processing terminal, and debit card pin pad (if authorized for debit card acceptance) for processing the bankcard transactions within the department.
- b. In cases of minimal volume or infrequent activity, the Vice President may authorize the department to accept bankcard data and deliver it in person (not through e-mail or inter-office mail) to the University Cashier for centralized terminal processing. Bankcard transactions delivered to the University Cashier for which card authorization cannot be obtained will be returned in person to the department unprocessed.

Authorization for bankcard acceptance is contingent upon applicable department employees taking the Blackboard online training program Safeguarding Non-Public Financial Information.

### 2. Financial Manager Must Complete Bankcard Authorization Form

The department Financial Manager will submit the e-sign Bankcard Authorization Form prior to accepting bankcards for payment.

## POLICY

The e-sign form will be routed to the Dean/Director, Division Budget Director, Director of Administrative Computing and Treasury Director for review prior to final authorization by the Vice President of Business and Financial Affairs.

3. **Financial Manager Ensures Department Employees Take Safeguards Training**

The Financial Manager ensures that all applicable department employees take the Blackboard online training program Safeguarding Non-Public Financial Information.

4. **Employees Never Transfer Bankcard Information Through Electronic Mail (E-Mail)**

Employees will not transfer bankcard information through e-mail, as it is not a secure method of transmission.

5. **Authorized Departments May Accept Credit Card-Not-Present Transactions**

Departments that have been authorized to accept bankcards may accept credit card transactions when the card is not present. This includes credit card information received by telephone, mail, or walk-in.

6. **Financial Manager Restricts Access to Bankcard Information**

The department Financial Manager will restrict access to bankcard information to employees with a business need to know such information.

7. **Financial Manager Ensures That Bankcard Information is Not Maintained in Departments**

The department Financial Manager ensures the following:

- a. Non-truncated bankcard information that has been obtained from a processing terminal is delivered to the University Cashier for storage in the vault.
- b. Bankcard information written down by department personnel is shredded after the transaction has been processed or delivered to the University Cashier for processing.
- c. Bankcard information is not stored in any computer file, storage disks or laptop computers.

8. **University Cashier Records Credit Card Chargeback to Originating Department Fund**

## POLICY

In the event a completed transaction is subsequently charged back, the chargeback will be recorded to the fund or student account credited for the original transaction.

**Exception:**

A.S. Bookstore accounting personnel will record chargebacks for bookstore transactions.

**9. Financial Manager Establishes and Maintains Procedures to Comply With Policy, PCI DSS Best Practices, and Merchant Services Agreement**

The department Financial Manager will develop and maintain procedures to comply with this policy.

Departments which process bankcard transactions through a department terminal will also develop procedures to comply with regulations in University's Acquiring Bank's Merchant Services Agreement and best practices recommended by the PCI DSS Council.

**10. Department Pays Equipment and Processing Cost**

Departments will incur the cost to purchase processing terminals and debit card pin pads.

Departments will be charged processing cost as follows:

- a) All direct costs, including any telephone line charges, for transactions processed through a department terminal.
- b) Pro-rata share of monthly transaction processing cost, for transactions processed through the central University Cashier terminal.

**11. Vice President for Business and Financial Affairs May Revoke Bankcard Authorization**

The Vice President for Business and Financial Affairs may revoke authorization to accept or process bankcard transactions.